

Customer Satisfaction Survey Results

January 1, 2012 – Feb. 20, 2013

—A Brief Summary—

Report Presented to the Indiana Commission on Rehabilitation Services

March 8, 2013

Indiana Bureau of Rehabilitation Services

In the past 14 months, the Indiana Bureau of Rehabilitation Services (BRS) has received 1,868 responses to our customer satisfaction survey. These surveys were to be provided to every individual whose case had been closed after an individualized plan for employment was initiated.

The survey consisted of a set of 15 questions (attached) and addressed matters related to the types of services consumers received, the way they were treated, and their employment results. Each question was rated on a five point scale, where five means “very good” and one means “very bad.”

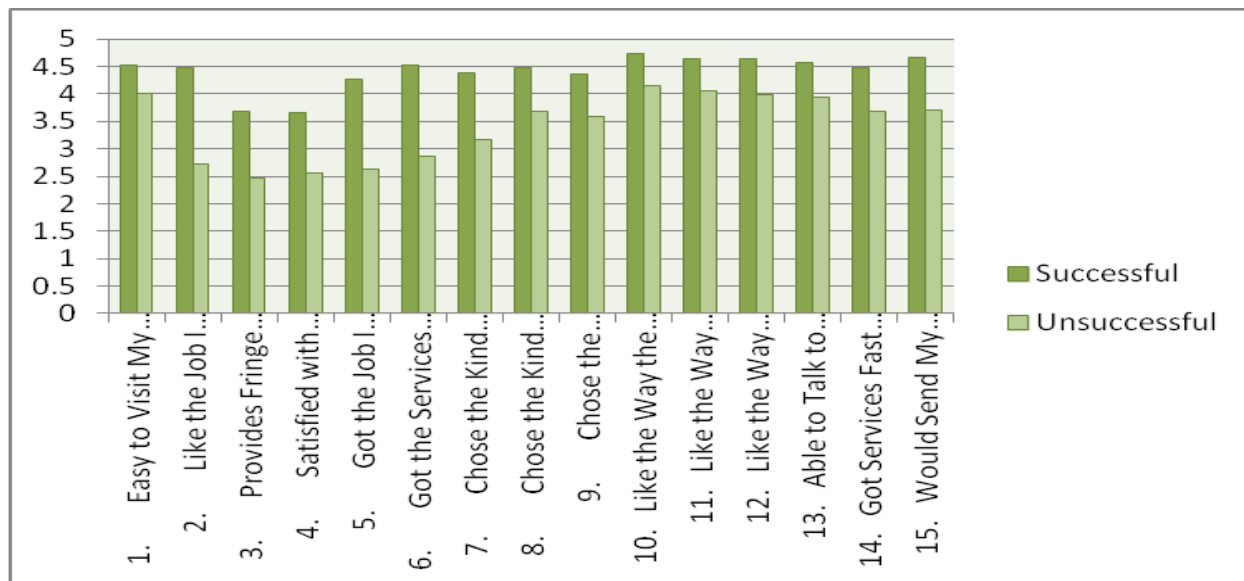
On every measure, our consumers rated their experiences as good or very good. The table below summarizes these results. It contains the average (mean) score for each item for two time periods: May 17, 2010 through August 30, 2011 and January 1, 2012 through February 20, 2013. The previous time period reflected the survey results from the last analysis of satisfaction data that was published. The later time period reflected the survey responses received beginning January 1, 2012 that used the same questionnaire and dissemination method. (A new survey and distribution methodology was subsequently deployed January 1, 2013.)

Item	5/17/10 – 8/30/11	1/1/12 – 2/20/13
1. Easy to Visit My Counselor	4.43	4.48
2. Like the Job I Have Now	4.35	4.39
3. Provides Fringe Benefits	3.56	3.62
4. Satisfied with Fringe Benefits	3.57	3.60
5. Got the Job I Wanted	4.16	4.18
6. Got the Services to Keep My Job	4.42	4.45
7. Chose the Kind of Job I Wanted	4.29	4.32
8. Chose the Kind of Help I Got	4.34	4.41
9. Chose the People Who Helped Me	4.26	4.29
10. Like the Way the Counselor Treated Me	4.66	4.69
11. Like the Way Other VR Staff Treated Me	4.55	4.58
12. Like the Way Other Providers Treated Me	4.55	4.58
13. Able to Talk to My Counselor When I Wanted	4.47	4.51
14. Got Services Fast Enough	4.36	4.41
15. Would Send My Friends to VR	4.56	4.57

The scores were remarkably consistent over time, and in every instance, the more recent responses were slightly higher than the previous ones. As evidenced by the scores in the table above, VR consumers consistently rated their experiences with their counselors and service providers (questions one and ten through 13) as good or very good. They rated fringe benefits associated with their jobs lowest, although still above average.

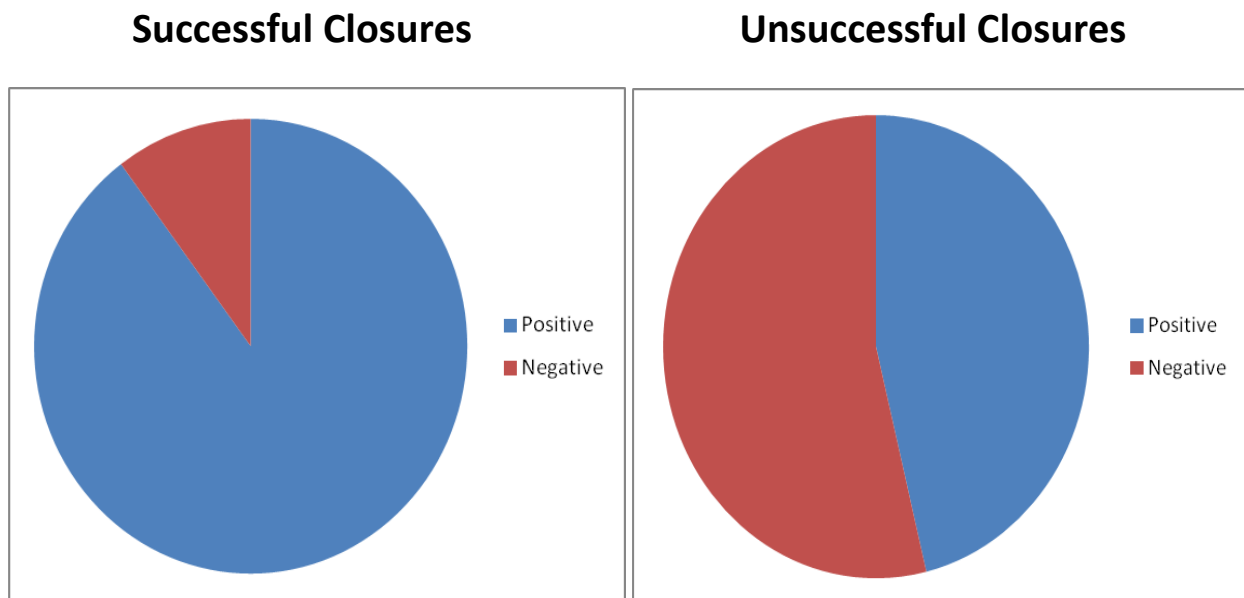
Two new features that were implemented in 2012 involved matching the cases with their status (successful or unsuccessful) at closure and incorporating a content analysis of the narrative responses received from the former consumers.

When comparing the scores on the responses to the questions above sorted by successful versus unsuccessful status at closure, there is a distinct pattern. Respondents who experienced a successful case closure consistently rated their experience more positively. In every instance, the scores garnered from the successful case closures were statistically significantly higher than those reported by the unsuccessful case closures. There is a distinct difference in the perceptions of the individuals closed as successful versus unsuccessful.



It should be noted here that the highest nonresponse rates were all associated with questions concerning jobs (questions two through seven). This can be attributed to a known weakness in the survey methodology. The questionnaire that was distributed was developed for release to former consumers whose cases were closed successfully, i.e., with a job. However, it was subsequently decided to survey *all* individuals upon case closure. Consequently, some individuals were being asked questions about jobs that they didn't have. This problem has been remedied in a new survey methodology that commenced January 1, 2013.

Over 84% of the comments were positive. Not surprisingly, however, we see a very different pattern among the successful case closures versus the unsuccessful case closures. Those consumers whose cases were closed as successful were significantly more likely to offer positive comments than those whose cases were closed as unsuccessful (the pie charts below). 90% of the comments provided by those who had a successful closure were positive, while less than half (46%) of the comments provided by those who had an unsuccessful closure were positive.



A more detailed breakout by type of positive or negative comments appears below. Nearly one-third (32.7%) of all the responses were positive remarks related to counselors or agency staff. Even among the unsuccessful case closures, these positive comments about the counselor or agency staff were the most frequent narrative comments.

The second most frequent positive comments were related to outcomes. This was especially true for the successful case closures. However, the second most frequent comments among the unsuccessful case closures were negative comments about their outcomes. Once again, this reflects the difference between desired versus actual outcomes.

When examining the data in this table, it should be noted that the total number of responses exceeds the total number of surveys. While some respondents chose not to provide any supplemental narrative feedback, many shared more than one observation. All observations were recorded.

		Status at Closure		Total
		Successful	Unsuccessful	
Group Code	Positive comments - counselors/agency staff	689	71	760
	Positive comments - providers	156	17	173
	Positive comments - goods/services	259	11	270
	Positive comments - outcomes	353	14	367
	Positive comments - other	193	13	206
	Negative comments - counselors/agency staff	54	38	92
	Negative comments - providers	23	15	38
	Negative comments - goods/services	27	22	49
	Negative comments - outcomes	51	49	100
	Negative comments - other	32	23	55
Total		1837	273	2110

Summary of Findings

The Indiana Bureau of Rehabilitation Services continues to receive consistently positive feedback from its consumers. On every measure, the ratings were above average in the previous period (May, 2010 – August 30, 2011) as well as in this more recent period (January 1, 2012 – February 20, 2013). Additionally, on *every* measure, the already high consumer scores increased.

This observation is further supported by an item analysis of the optional narrative comments provided by the consumers. 84% of all comments were positive, with the largest single category being positive comments about the counselors and agency staff.

At the same time, there were distinct differences in the response patterns obtained between the individuals whose cases were closed as successful versus those whose cases were closed as unsuccessful. As depicted in the earlier bar graph, the scores on the 15 fixed answer questions were all significantly lower among the individuals whose cases were closed as unsuccessful. Similarly, those same individuals were much less likely to offer positive comments in response to the optional narrative question.

Nevertheless, positive experiences are reflected in the high customer satisfaction scores and very positive feedback.

Future Plans

In concert with Governor Pence's endeavor to move from "Good to Great", several efforts are in motion:

- 1) A new survey methodology has been implemented. All surveys are automatically being disseminated through a central mailing system. Each mailing contains:
 - A) a customized cover letter reflecting the services provided to that client,
 - B) a survey matching the questions to the status at case closure,
 - C) a survey telephone hotline number for assistance, and
 - D) a self-addressed business reply envelope,
- 2) A new reporting system is in development, which will enable staff to generate summary reports on demand within the agency's case management system (IRIS) along with routine reporting for management and the Indiana Commission on Rehabilitation Services,
- 3) A tracking system now exists that will permit accurate information on response rates and permit the use of follow-up efforts to improve overall response levels, and
- 4) A reexamination of the survey dissemination methodology is underway to address concerns about possible barriers faced by individuals with visual impairments.

Your questions, comments and recommendations are welcome. Please contact:

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Indianapolis, IN 46207

By phone: 317/234-6422

Appendix

COMMISSION ON REHABILITATION SERVICES CUSTOMER SATISFACTION SURVEY

Circle the answer to the right which **BEST** tells how you grade each item below. Feel free to ask for help in filling out this survey if you need it. Client ID: 000210777

	☺				☹
1. It was easy for me to visit my counselor's office.	VERY GOOD	GOOD	OKAY	BAD	VERY BAD
2. I like the job I have now.	VERY GOOD	GOOD	OKAY	BAD	VERY BAD
3. My employer provides fringe benefits.	VERY GOOD	GOOD	OKAY	BAD	VERY BAD
4. I am satisfied with my fringe benefits.	VERY GOOD	GOOD	OKAY	BAD	VERY BAD
5. I got the kind of job I wanted.	VERY GOOD	GOOD	OKAY	BAD	VERY BAD
6. I got the services I needed to keep the job I have now.	VERY GOOD	GOOD	OKAY	BAD	VERY BAD
7. I chose the kind of job I wanted.	VERY GOOD	GOOD	OKAY	BAD	VERY BAD
8. I was able to choose the kind of help I got.	VERY GOOD	GOOD	OKAY	BAD	VERY BAD
9. I was able to choose the people who helped me.	VERY GOOD	GOOD	OKAY	BAD	VERY BAD
10. I liked the way my counselor treated me.	VERY GOOD	GOOD	OKAY	BAD	VERY BAD
11. I liked the way other Vocational Rehabilitation staff treated me.	VERY GOOD	GOOD	OKAY	BAD	VERY BAD
12. I liked the way the other people who helped provide services to me treated me.	VERY GOOD	GOOD	OKAY	BAD	VERY BAD
13. I was able to talk to my counselor when I wanted to.	VERY GOOD	GOOD	OKAY	BAD	VERY BAD
14. I got services fast enough from Vocational Rehabilitation.	VERY GOOD	GOOD	OKAY	BAD	VERY BAD
15. I would send my friends to Vocational Rehabilitation when they need services.	VERY GOOD	GOOD	OKAY	BAD	VERY BAD

If you want to talk to someone about your services or job, then check the box OR call the toll-free telephone number by the person you would like to see. If not, then leave both boxes empty.

☐ I want to talk to the Area Supervisor: 877-847-9894

☐ I want to talk to the Region Manager: 877-847-9894

If you have things to say about your services or how services could be improved, write them in the comments section on the next page.